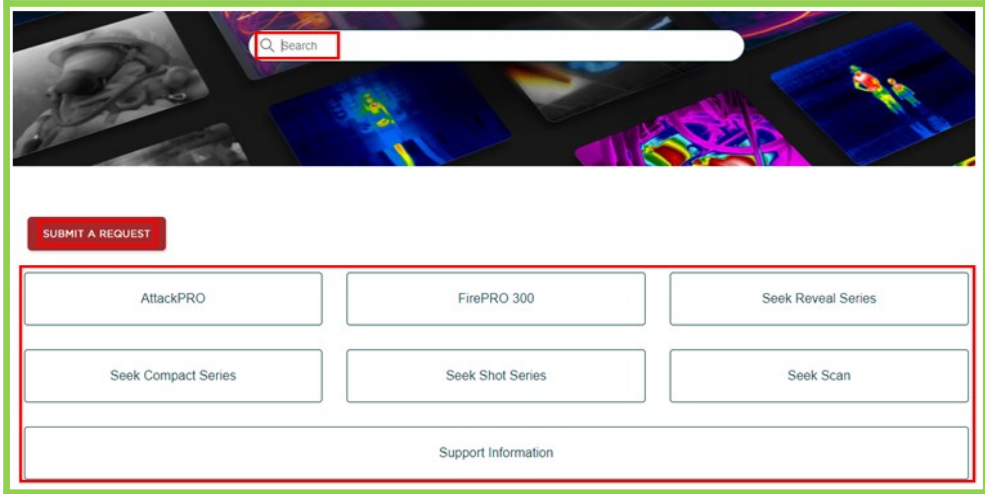
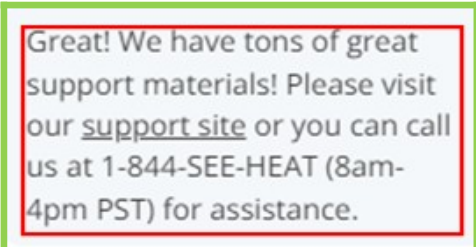


Exhibit 6

Infringement Claim Chart for U.S. Pat. No. US10237420B1 v. Seek Thermal ("Defendant")

Claim 20	Evidence
<p>20. A method of processing requests, comprising:</p>	<p>The Seek Thermal customer service platform performs a method of processing requests.</p> <p>For example, the customer service platform performs a method of connecting requests for assistance, made by callers, to agents that provide the assistance.</p>  <p>Source: https://support.thermal.com/hc/en-us</p> 

Source: <https://www.thermal.com/>

Support Hours

1 year ago · Updated

Seek Support agents are typically available from 8AM-4PM PT, Monday through Friday (excluding holidays) to answer English language support requests, but from time to time will get you a response during off hours as well.

Source: <https://support.thermal.com/hc/en-us/articles/203715235-Support-Hours>

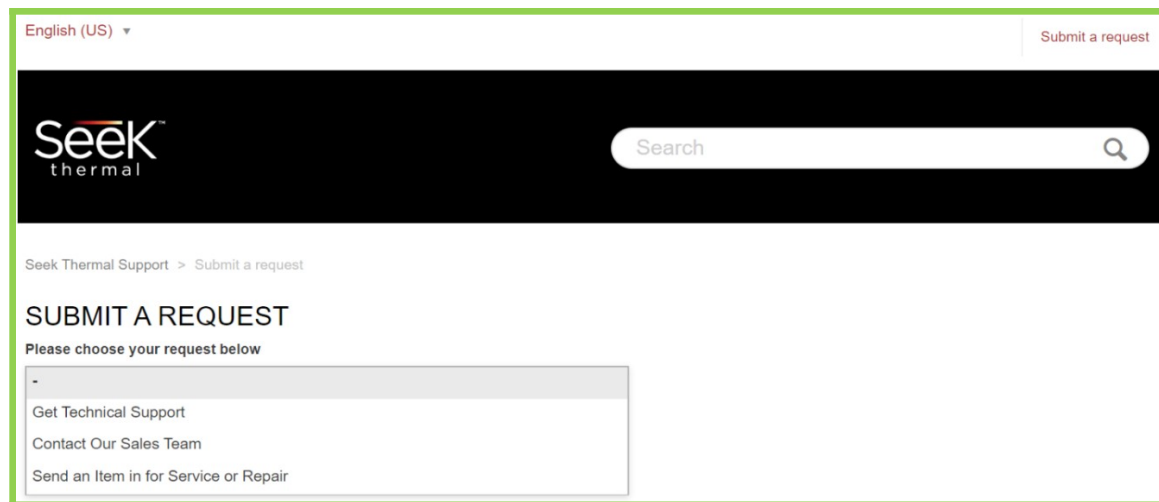
Submit a Request

2 years ago · Updated

To submit a request, click [here](#) and complete the form based on the type of support needed. If you have an RMA request, it is best to select 'Get Technical Support,' and if your request turns into an RMA Request, we will accommodate you accordingly and modify the ticket to an RMA.

If you would like to contact Sales, please visit our main website, [thermal.com](https://www.thermal.com) and click the Contact Sales button on the product page of interest.

Source: <https://support.thermal.com/hc/en-us/articles/360013558899-Submit-a-Request>



English (US) ▾ Submit a request

Seek
thermal

Search

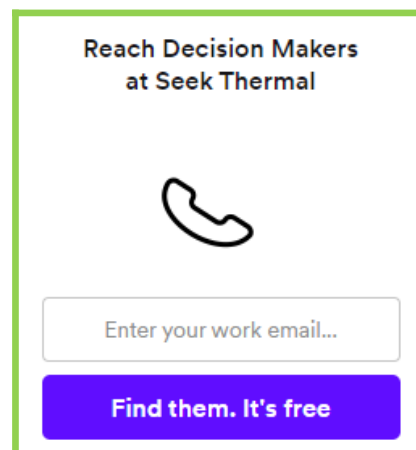
Seek Thermal Support > Submit a request

SUBMIT A REQUEST


Please choose your request below

-
- Get Technical Support
- Contact Our Sales Team
- Send an Item in for Service or Repair

Source: <https://support.thermal.com/hc/en-us/articles/360013558899-Submit-a-Request>



**Reach Decision Makers
at Seek Thermal**

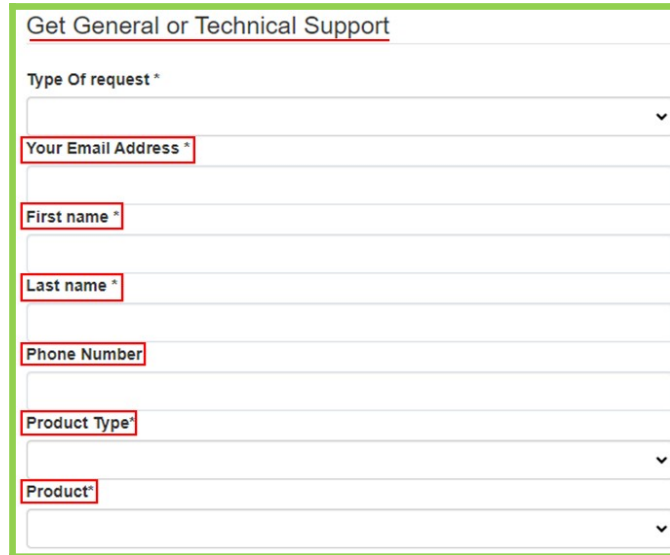


Enter your work email...

Find them. It's free

	Source: https://www.lusha.com/business/0226b51b37469bf9/
estimating at least one content-specific or requestor-specific characteristic associated with each received request;	<p>The Seek Thermal customer service platform estimates a content-specific or a requestor-specific characteristic associated with each received request.</p> <p>For example, the customer service platform uses information provided by the caller, such as through interactive voice responses, email and chatbots to determine the nature of the call.</p> <div data-bbox="924 522 1558 863" data-label="Image"> </div> <p>Source: https://www.thermal.com/</p> <div data-bbox="760 969 1726 1386" data-label="Image"> </div>

Source: <https://www.thermal.com/attackpro.html>



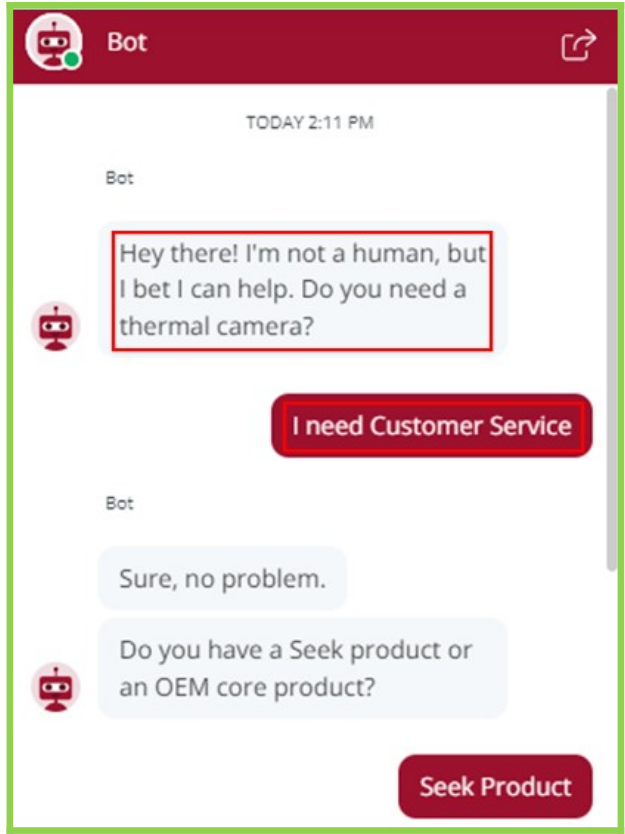
The screenshot shows a web form titled "Get General or Technical Support". The form contains several input fields, each with a red rectangular highlight around its label. The fields are: "Type Of request *" (a dropdown menu), "Your Email Address *" (a text input), "First name *" (a text input), "Last name *" (a text input), "Phone Number" (a text input), "Product Type*" (a dropdown menu), and "Product*" (a dropdown menu). The form is enclosed in a light green border.

Source: https://5844249.extforms.netsuite.com/app/site/crm/externalcasepage.nl/compid.5844249/.f?formid=2&h=AAFdikalJxGkKTgigqyFXyeytm1pqV6OGtdKBeINApA_eB-OJ6cY&redirect_count=1&did_javascript_redirect=T

Q: *What are the support hours?*

A: Standard support hours are 8AM-4PM PT, Monday through Friday. If no one is available to take your call, please leave a voicemail with your questions and your email address, and someone will respond a.s.a.p. via phone or email.

Source: <https://support.thermal.com/hc/en-us/articles/115001278550-Compact-Series-Frequently-Asked-Questions>

	 <p>Source: https://www.thermal.com/</p>
<p>determining availability of a plurality of alternate target resources, each respective target</p>	<p>The Seek Thermal customer service platform determines the availability of multiple alternate target resources, each of which has a target characteristic.</p> <p>For example, the customer service platform determines agents that are available to handle the call based, at least in part, on the current availability and skill set of each agent (e.g. language).</p>

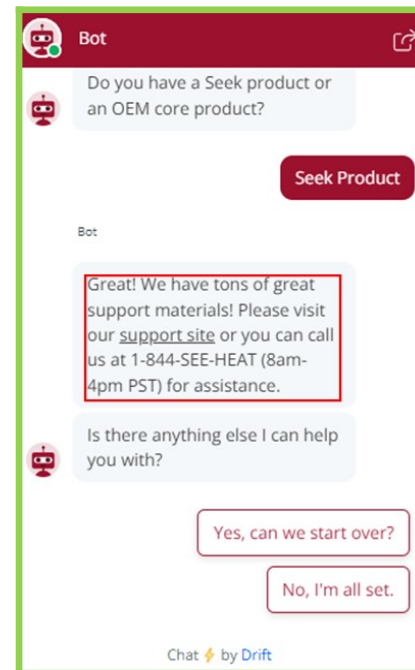
resource having at least one respective target characteristic;

Support Hours

1 year ago · Updated

Seek Support agents are typically available from 8AM-4PM PT, Monday through Friday (excluding holidays) to answer English language support requests, but from time to time will get you a response during off hours as well.

Source: <https://support.thermal.com/hc/en-us/articles/203715235-Support-Hours>



	<p>Source: https://www.thermal.com/</p> <div style="border: 1px solid green; padding: 10px; margin: 10px 0;"> <p>Q: What are the support hours?</p> <p>A: Standard support hours are 8AM-4PM PT, Monday through Friday. If no one is available to take your call, please leave a voicemail with your questions and your email address, and someone will respond a.s.a.p. via phone or email.</p> </div> <p>Source: https://support.thermal.com/hc/en-us/articles/115001278550-Compact-Series-Frequently-Asked-Questions</p>
<p>evaluating, with at least one automated processor, a plurality of alternate allocations of the respective received request with different available targets, according to a ranking dependent on a probabilistic predictive multivariate evaluator, based on the at least one content-specific or requestor-specific characteristic, and</p>	<p>The Seek Thermal customer service platform evaluates, with an automated processor, multiple alternate allocations of the received request with different available targets. The evaluation is done according to a ranking that is dependent on a probabilistic predictive multivariate evaluator. The evaluator is based on the content-specific or requestor-specific characteristic, and the respective target characteristic of the multiple alternate target resources.</p> <p>For example, the customer service platform uses the nature of the call and the availability and skill set of the agents to determine which possible allocation of the call to a given agent will have the best likelihood of a positive outcome for the caller.</p>

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alternate target reso
urces; and

Support Hours

1 year ago · Updated

Seek Support agents are typically available from 8AM-4PM PT, Monday through Friday (excluding holidays) to answer English language support requests, but from time to time will get you a response during off hours as well.

Source: <https://support.thermal.com/hc/en-us/articles/203715235-Support-Hours>

Help and customer support

We're here to help! If you need customer support for an issue not addressed here with your product, you may email your request directly to support@thermal.com. Your request will be answered within 3-5 business days.

Source: https://www.thermal.com/uploads/1/0/1/3/101388544/reveal_firepro_manual_-_jun19mn.pdf

Warranty Claim - Initial Procedure.

If you discover what you believe is a breach of the warranty for a Covered Product, please contact Seek's customer support at orders@thermal.com. Seek's customer support personnel are available to assist you in diagnosing problems you may encounter in the use of a Covered Product and to determine whether you are entitled to Seek repairing or replacing a Covered Product as part of our warranty coverage. Any Covered Product that you believe has caused Seek to breach the limited warranties herein are referred to as an "Affected Covered Product."

Source: <https://www.thermal.com/warranty.html#:~:text=Contact%20Seek%20customer%20support%20at,for%20communications%20on%20this%20matter.>

<p>generating a control signal, by the at least one automated processor, selectively dependent on the evaluating, to control the allocations of the respective received request with the different available targets.</p>	<p>The automated processor of the Seek Thermal customer service platform generates a control signal to control the allocation of the received request with the different available targets. Generation of the control signal is selectively dependent on the evaluation result.</p> <p>For example, the customer service platform generates a control signal to connect the call with the agent who is most likely to result in a positive outcome for the caller in view of other factors such as overall throughput of the customer service platform and the priority and requirements of other concurrent calls.</p> <div data-bbox="720 599 1770 917" data-label="Image"> </div> <p>Source: https://support.thermal.com/hc/en-us/articles/203715235-Support-Hours</p> <div data-bbox="695 1027 1808 1153" data-label="Image"> </div> <p>Source: https://www.thermal.com/warranty.html#:~:text=Contact%20Seek%20customer%20support%20at,for%20communications%20on%20this%20matter.</p>
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	<div data-bbox="716 191 1787 407"><p><i>Q: What are the support hours?</i></p><p>A: Standard support hours are 8AM-4PM PT, Monday through Friday. If no one is available to take your call, please leave a voicemail with your questions and your email address, and someone will respond a.s.a.p. via phone or email.</p></div> <p>Source: https://support.thermal.com/hc/en-us/articles/115001278550-Compact-Series-Frequently-Asked-Questions</p>
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